

TO: (Name, office symbol, room number, building, Agency/Post)	Initials	Date
1. EXA/DDA	<i>[Signature]</i>	29 MAY 1987
2. ADDA	<i>[Signature]</i>	29 MAY 1987
3. DDA	✓	
4. DDA/Registry		
5.		

Action	File	Note and Return
Approval	For Clearance	Per Conversation
As Requested	For Correction	Prepare Reply
Circulate	For Your Information	See Me
Comment	Investigate	Signature
Coordination	Justify	

REMARKS

cc: All DA Offices & Staffs

*Distributed
5/29
D.*

DO NOT use this form as a RECORD of approvals, concurrences, disposals, clearances, and similar actions

FROM: (Name, org. symbol, Agency/Post)	Room No.—Bldg.
	Phone No.

ROUTING AND RECORD SHEET



SUBJECT: (Optional)

Thoughts on Reducing Bureaucracy

FROM:

C/CSG/OIT
GE31 HQS.

ATTENTION

NO.

OIT-0386-87

DATE

23 June 1987

STAT

STAT

TO: (Officer designation, room number, and building)

DATE

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

RECEIVED

FORWARDED

1. EA/DDA
7D18 HQS.

24 JUN 1987

2.

3.

DDA

WFD

4.

Held

5.

6.

7.

8.

9.

DDA REGISTRY
FILE: 1-1

10.

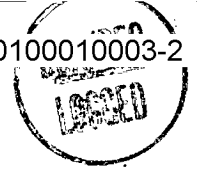
11.

12.

13.

14.

15.



OIT-0386-87

23 JUN 1987

MEMORANDUM FOR: Executive Assistant to the DDA

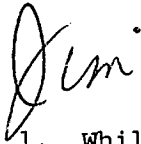
FROM:



Chief, Customer Service Group, OIT

STAT


SUBJECT: Thoughts on Reducing Bureaucracy

REFERENCE: DDA 87-0968, dtd 5 May 87, Subject: More Responses to
"Reducing Bureaucracy"

1. While we are working to improve our response time to our customers, I believe our procedures to meet the customers' needs in this area are realistic. Here are some interesting "facts" we uncovered:

C/EA/PLNS, who has since departed East Asia Division, submitted a suggestion to speed up the process for procuring new computer and word processing equipment. Since OIT's time frame for delivery of Wang equipment is approximately 45 business days, Customer Service Group was surprised that she stated that it had taken 'more than five months for the order to reach the vendor.' After investigating this, it was learned that the requisition had been held in EA/LOGS for a number of months due to possible renovation of the office location and pending a decision from the requesting branch on what type of equipment they wanted (Alliance Terminal versus Wang PC.) It was also learned that the requesting EA/LOGS officer, when finally submitting the request, sent the forms directly to the Office of Logistics, by-passing both DO/IMS and OIT. OIT received the request on 6 April and processed it through OL. It was returned to OIT from OL on 14 April 1987. The equipment was delivered to the customer site on or about 21 May 1987.

2. We are continually examining our procedures to speed up the process and we will continue to keep you informed as we review other suggestions for "Reducing the Bureaucracy".



STAT